



State of California • Department of General Services • Gray Davis, Governor  
**P R O C U R E M E N T   D I V I S I O N**  
707 3rd Street, 2<sup>nd</sup> Floor • West Sacramento, California 95605 • (916) 375-4400

# STATE OF CALIFORNIA

## MASTER PURCHASE AGREEMENT

USER GUIDE EFFECTIVE DATE: March 8, 2002

**CONTRACTORS/CONTRACT NUMBERS:**

CompuCom, Inc. -- #1-01-70-01  
GE Capital IT Solutions -- #1-01-70-02  
Marketware Technologies -- #1-01-70-03

For additional information on this MPA log onto [www.calstore.ca.gov](http://www.calstore.ca.gov)

**SERVICE: COMPUTER GOODS AND RELATED SERVICES**

**CONTRACT TERM: OCTOBER 1, 2001 THROUGH SEPTEMBER 31, 2003**  
(with the ability to extend two additional one-year terms)

**DISTRIBUTION CODE:**

- 1—POSTED ELECTRONICALLY ON DGS/PD/MACS UNIT INTERNET SITE
- 2---HARD COPY MAILING TO Q-1 LIST = STATE AND LOCAL GOVERNMENT AGENCY
- 3—HARD COPY MAILING TO THE 3 MPA CONTRACTORS

This MPA User Guide is available on the DGS Procurement Division Internet web page:  
[www.dgs.ca.gov/pd](http://www.dgs.ca.gov/pd) and [www.calstore.ca.gov](http://www.calstore.ca.gov)

DEPT. OF GENERAL SERVICES/PROCUREMENT DIVISION/  
ACQUISITIONS SECTION CONTACT:

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RUSS GUARNA, MANAGER, ACQUISITIONS SECTION

## **ORDERING PROCEDURES FOR THE 2001 MPA---CAL-STORE**

### **I. CONTRACTOR SPECIFIC CONTACT INFORMATION**

This MPA offers choices of three (3) contractors who have been selected and awarded a contract via the Request for Proposal (RFP) process.

#### **CompuCom, Inc.**

**Contract #1-01-70-01**

General Manager = Rich Shuba

Voice = 916/369-9970

Email = [rshuba@compucom.com](mailto:rshuba@compucom.com)

10415 Old Placerville Road, Ste. 235

Sacramento, CA 95827

Toll free # = 800/915-9373

Customer Accounts: 800/400-9852

Electronic catalog link = <http://soc.compucom.com>

#### **GE Capital IT Solutions**

**Contract #1-01-70-02**

General Manager = Dawn Lewis

Voice = 916/608-9601

Email = [dawn.lewis@gecits.ge.com](mailto:dawn.lewis@gecits.ge.com)

10901 Gold Center Drive, Suite 225

Rancho Cordova, CA 95670

Toll free # = 877/874-4382

Electronic catalog link = <http://www.gepcdirect.com/dgs>

#### **Marketware Technologies**

**Contract #1-01-70-03**

General Manager = Jean-Paul Taylor

Voice = 916/925-3337

Email = [jtaylor@marketwareinc.com](mailto:jtaylor@marketwareinc.com)

819 Striker, Ste. 16

Sacramento, CA 95834

Toll free # = 866/468-4848 (GOV.IT4U)

Electronic catalog link = <http://www.govIT4U.com>

### **II. INTRODUCTION AND GENERAL INFORMATION**

The California State Computer Store Contract has existed since 1986 and recently has been awarded to the above three contractors. This contract has had many improvements over the past 15 years, which now includes a branding "CAL-Store". Please review this guide and feel free to contact the DGS contract manager or the individual contractors listed above. The 2001 MPA for CAL-Store, offering computer hardware and software and information technology related services, provides state agencies, cities, counties, special districts, educational, and other public entities with an on-line catalog for one-stop information technology shopping. The contractors awarded contracts under this MPA can help you achieve a streamline procurement approach as follows:

NOTE to LOCAL GOVERNMENT AGENCIES: special information regarding local government agency usage of this MPA can be found at the end of this guide.

## **ORDERING PROCEDURES FOR THE 2001 MPA---CAL-Store**

### **A. WEBLINK**

- Provides a weblink to each contractor's site which gives real time quotes via an Internet based electronic catalog
- Provides direct electronic mail communication
- Provides an electronic order tracking system

### **B. VENDOR CONTACT/SUPPORT SERVICES**

- **Skilled assistance**--provides multiple contractors, who have a contractual commitment to provide full-time staff focused to this MPA. This MPA requires the assignment of a general manager who is the primary contact and designated technical consultants and network system engineers. These required assignments are based on specific skill sets and abilities, which are evaluated and approved by DGS
- **Free contact**--provides a toll free telephone number with a commitment to a timely response
- **Network expertise**--provides vendor staff who can support network related projects including network management and troubleshooting as well as a Network planning questionnaire to assist client agencies in defining their networking needs
- **Integration service**--provides vendor staff that can assist in integration services that may include internal add-on boards/equipment, operating system, application software, and burn-in of system equipment at the rates identified in the contract. Also provides client agencies with support in network related projects which includes network management and network troubleshooting as well as a network planning questionnaire to assist client agencies in defining their networking needs
- **Guaranteed warranty**--provides an uplift warranty service, which may include on-site warranty services at rates identified in the contract

### **C. MPA CONTRACT SPECIFICS**

- Provides an electronic copy of each contract awarded under this MPA. Agencies can request a diskette of the contract document(s) from the contract administrator or from the Contractor. For consolidation purposes the Contractor may provide a summarized version of Attachment 8 - Pricing
- Provides no maximum dollar cap by order but does require a minimum order of \$25.00
- Contractors are not limited to the models or brands originally proposed at the time of final proposal. Contractors may provide all current models for the manufacturer by category proposed in the final response
- Contractors by approved amendment (s) may add additional services and manufacturers by category
- Provides the ability to purchase new products as soon as they become available
- Provides for a fifteen (15) day return right for hardware and software purchases
- Provides client agencies the ability to take credit for the use of a small business or DVBE in order to meet State reporting requirements
- Provides for detailed reports submitted directly to DGS by the contractors for all orders placed under this MPA. (NOTE: ordering agencies do not send a copy of the order to DGS.)

## **ORDERING PROCEDURES FOR THE 2001 MPA---CAL-STORE**

This MPA expedites the process agencies use to procure computer goods and related services. The ordering agency reviews this MPA's contractual terms and conditions (available on the DGS/PD/MACS homepage), identifies the program's needs, documents the scope of the order by using the contractor's electronic catalog to identify the goods and related services needed, prepares the Form 65 based on the contractor's quote, sends the order form to the contractor; and gets delivery of the goods and related services needed. The ordering agency manages the ordering processes, accepts the goods and related services, and pays the contractor. If you need assistance in the development of your order, each contractor has staff available to assist you.

This user guide is designed to help the ordering agency with the final selection of a contractor. In addition to procedures listed in this user guide, the ordering agency's internal contract procedures also must be followed.

### **III. MPA AGREEMENT RULES**

#### **A. ORDER LIMITS\***

During the MPA contract term, there is NO maximum order limit for each purchase order. There is a minimum order limit of \$25.00 for each purchase order.

#### **B. RESTRICTIONS**

There are no restrictions for this MPA. All state and local government agencies can use this MPA.

#### **C. PROCUREMENT GUIDELINES/RULES/APPROVALS/CERTIFICATION**

1. GUIDELINES/RULES = Ordering agencies must follow all applicable State mandated guidelines, i.e., State Administrative Manual, Management Memos, Agency Directives, California Acquisition Manual, and California Codes.

2. APPROVAL = This MPA does not waive the Department of Information Technology (DOIT) approval requirements in accordance with the policies and procedures, as defined in Volumes I and II of the State Information Management Manual (SIMM).

CERTIFICATION = A signed certification of compliance with state information technology policies is required for all information technology procurements that cost \$10,000 or more and are in support of a development effort. Development is defined in SAM Section 4819.2 as "Activities or costs associated with the analysis, design, programming, staff training, data conversion, acquisition and implementation of new information technology activities." Procurements of hardware, software and services (including interagency agreements) are included in this requirement.

## **ORDERING PROCEDURES FOR THE 2001 MPA---CAL-STORE**

A certification is not required for:

1. Procurements for less than \$10,000;
2. Procurements limited only to maintenance services;
3. Procurements in support of previously-approved efforts. See SAM Section 4819.40;
4. Procurement of services to conduct a feasibility study, provided the services are limited to supporting or conducting the feasibility study and/or preparing the feasibility study report (SAM Sections 4927 and 4928); or
5. Procurements of/for excluded activities as described in SAM Section 4819.32.

### **D. ORDERING AGENCIES' CONTRACT FILE**

All necessary documents in support of an individual order must be put in the ordering agencies contract file. This includes all certification, approvals, and other documents in support of an individual order. The ordering agency can download from the DGS/PD/MACS website the contract terms and conditions onto a disk for inclusion in the contract file.

### **E. PRICING**

The pricing for this MPA is available on-line at the website address listed for each contractor (please refer to the cover page for the web address). This MPA is a cost + margin (%) contract. This means the contractors line item price on their website is calculated using the approved formula that adds the contract margin % to their cost from their manufacturer/distributor.

### **F. PAYMENT**

State agencies must comply with Government Code § 927 and pay undisputed invoices within the required timeframe.

### **G. DEPARTMENT OF GENERAL SERVICES ADMINISTRATIVE FEE**

DGS charges the users of this MPA an administrative fee. The DGS administrative fee is a specified percentage of contracted services. DGS annually sets the percentage for such administrative fee. Agencies using this MPA should check the DGS website for current rates.

The DGS administrative fee is currently set at **1.21 %** of the contracted amount. DGS will bill the client agencies directly for the administrative fee.

### **H. DISABLED VETERAN BUSINESS ENTERPRISE--TRACKING**

The Disabled Veteran Business Enterprise (DVBE) participation for this MPA is Good Faith Effort. This contract allows for a DVBE pass through credit whenever the Contractor uses a DVBE to fulfill any portion of the Agency's purchase order. The Contractor will provide the Agency with the name of the DVBE used and the dollar credit that the Agency can apply towards their DVBE goal.

## **ORDERING PROCEDURES FOR THE 2001 MPA---CAL-STORE**

### **I. SMALL BUSINESS--TRACKING**

This contract allows for a Small Business pass through credit whenever the Contractor uses a Small Business to fulfill any portion of the Agency's purchase order. The Contractor will provide the Agency with the name of the Small Business used and the dollar credit that the Agency can apply towards their Small Business goal.

### **J. EXECUTING THE MPA ORDER**

1. The ordering agency defines the project scope to determine which goods and related services are needed, checks the electronic catalog, contacts the contractor to receive a quote, then completes a Form 65, Contract/Delegation Purchase Order including all pertinent information for each individual order issued against the MPA and sends the Form 65 to the selected contractor. NOTE: the ordering agency must follow its own individual department/agency contracting procedures when using this MPA. Ordering agencies are encouraged to check with more than one Contractor in order to determine "best value" when placing orders under this MPA.

### **K. LOCAL GOVERNMENT AGENCY REQUIREMENTS**

1. Local government agencies may make payments according to their statutory requirements.
2. DEPARTMENT OF GENERAL SERVICES ADMINISTRATIVE FEE--DGS charges the users of this MPA an administrative fee. The DGS administrative fee is a specified percentage of contracted services. DGS annually sets the percentage for such administrative fee. Agencies using this MPA should check the DGS website for current rates. The DGS administrative fee is not included in the contractors' hourly rates for this MPA. SPECIAL NOTE: Local government agencies must agree to the State's administrative fee to the Contractor who then remits the money to the State. NOTE: Local government agency orders will include the DGS fee as a separate invoice line item and the contractor will bill, collect and transmit the administrative fee collected from LOCAL GOVERNMENT AGENCIES ONLY to the State.
3. The State of California's preference programs and DVBE participation goals do not apply to orders issued by local government agencies.
4. While the State of California makes this MPA available to local government agencies, each local government agency should make its own determination of whether using these contracts is consistent with its procurement policies and regulations.